

Comprehensive Employer Services

Employer Ombudsman
Employer Web Account Manager
Employer Seminars
Employer Advisor Newsletter
Employer Filed Claims
Employer Handbook
Advocacy Program
Speakers Bureau
Tax Services
Fraud Hotline

Employer Customer Services

Office of Employer Ombudsman (OEO)

1-855-484-2636 (4-UIAOEO)
or 313-456-2300
OEO@michigan.gov

Advocacy Program

1-800-638-3994 (press option 2)

Fraud Hotline

1-800-822-1122

Tax Services

1-800-638-3994 (press option 5)

Employer Web Account Manager (EWAM)

313-456-2188

Speakers Bureau

517-373-9280

Employer Filed Claims (EFC)

313-456-2229

www.michigan.gov/uia

Unemployment Insurance Agency
3024 W. Grand Blvd., Suite 11-450
Detroit, MI 48202 • 1-855-4UIAOEO

LARA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities. TTY services are available at 1-866-366-0004.

State of Michigan, Department of Licensing and Regulatory Affairs,
Unemployment Insurance Agency, Authority: UIA Director

UIA 1951
(9-11)

LARA
LICENSING AND REGULATORY AFFAIRS
CUSTOMER DRIVEN, BUSINESS MINDED.

Unemployment Insurance Agency



Employer Services

Unemployment Insurance Agency Services

Office of Employer Ombudsman (OEO)

The Office of Employer Ombudsman (OEO), formerly the Employer Customer Relations Unit, is your front door to the Unemployment Insurance Agency (UIA). The office is responsible for ensuring you, as an employer, have an immediate connection to UIA. In addition, OEO is committed to making your interactions with UIA positive and productive. OEO answers employer questions about benefits eligibility, protests and appeals, employer accounts and other general unemployment and tax-related questions. Additionally, the office assists in resolving problems, referring employers to specific departments and fulfilling employer requests for UIA forms and brochures. To reach OEO by phone, call **1-855-484-2636 (4-UIAOEO)**, **313-456-2300** or send an e-mail to **OEO@michigan.gov**.

OEO Service Guarantees

1. We will strive to immediately address your concerns when you call.
2. We will acknowledge and respond to employer concerns submitted via e-mail within two business days.
3. In instances where your concerns require further investigation, we will contact you within two business days to initiate resolution.



Employer Web Account Manager (EWAM)

You may file your quarterly tax reports online through EWAM. This electronic service frees you from paper, tapes, packaging and postage, and is a benefit to your laid-off employees in need of temporary income because wage information gets posted to our database within hours of being submitted. Visit **www.michigan.gov/uia** to set up or access your account. For EWAM support, e-mail **EWAMSupport@michigan.gov** or call **313-456-2188**.

Advocacy Program

The Advocacy Program offers information, consultation and representation to employers and unemployed workers for most appeal hearings at the Michigan Administrative Hearings System (MAHS) level.

For Advocacy Program services, call **1-800-638-3994** (press option 2) at least 10 days AFTER filing your appeal on your redetermination.

Tax Services

Employers can receive information about employer numbers, employer liability, coverage of employee services, termination of liability, determination of successorship, or the status of liability or tax rate appeals. The Tax Service area also provides materials new employers need to comply with Michigan's unemployment insurance law.

Tax Services can be reached at **1-800-638-3994**. Press option 5.

Employer Filed Claims (EFC)

New and additional claims can be filed electronically by employers on behalf of employees that are separated for layoff or lack of work. For more information regarding the UIA's EFC program, call **313-456-2229**.

Employer Seminars

Employer Seminars offer Michigan employers continuing education with clear direction specifically focused on UIA. The seminars offer a wide variety of topics and expert speakers to help you incorporate new knowledge into your daily operations, inform you of current regulatory and governmental changes, and provide valuable insight on protecting your business. Visit **www.michigan.gov/uia** to view dates and locations.

Fraud Hotline

Call **1-800-822-1122** at any time to report suspected unemployment insurance fraud. Callers will remain anonymous; all tips are investigated.

Speakers Bureau

Speakers are available to school and community organizations, civic groups, and business and industry, at no charge. To schedule a speaker, please call **517-373-9280** or e-mail **mediainfo@michigan.gov**.

Employer Handbook

UIA offers a comprehensive guide to the state's unemployment tax and benefit systems as well as the appeals process. The easy-to-understand publication costs \$15 and includes periodic updates. An order form can be obtained from our website at **www.michigan.gov/uia** in the Forms section, or call **313-456-2300**. Access a FREE electronic copy through your EWAM account.

Employer Advisor Newsletter

The Michigan Employer Advisor is an online newsletter about unemployment insurance and UIA's programs and services. Subscribe at **www.michigan.gov/uia** (under UIA Quick Links) to receive the quarterly publication.